



**Clarendon School**

Reception Administrator /

Exams Officer

Candidate Pack

May 2026



## About us

Clarendon School is a vibrant and inclusive special academy for 160 pupils aged 4-16 with Moderate and Complex Learning Difficulties. Our unique and friendly school has three sites within the borough of Richmond upon Thames, all self-contained but co-located with inclusive minded



mainstream schools. Our **Primary** and **Secondary** centres opened in new or newly refurbished buildings 8 years ago, giving us excellent purpose-built facilities. Our new **Riverside** Centre opens in September 2026 and will boast state-of-the art facilities. Clarendon School is a proud member of the Auriga Academy Trust, a unique partnership of special schools in West London, that is committed to achieving the best possible outcomes for young people with additional learning needs.

## Our Centres:

Primary Centre	Secondary Centre	Riverside Centre
Based in Hampton, our Primary Centre provides 50 specialist places for children aged 4-11 with moderate learning difficulties	Our Secondary Centre is based in central Twickenham and provides 90 specialist places for secondary aged pupils with moderate learning difficulties	Clarendon Riverside Centre will open in September 2026, initially with 4 classes. When fully occupied it will offer provision for 78 pupils aged 4-16
<b>Address:</b>  Buckingham Road Hampton TW12 3LT	<b>Address:</b>  Egerton Road Twickenham TW2 7SL	<b>Address:</b>  Meadlands Drive Petersham TW10 7ED



The location of the reception administrator / exams officer role will be at one of the three Clarendon Centres listed above, and will be confirmed following the successful appointment of a separate internal position

## Why join us?

- **Rewarding Work:** Make a tangible difference in the lives of pupils aged 4-16 with Moderate and Complex Learning Difficulties, providing the specialist support they need closer to home.
- **Supportive Environment:** Collaborate within the Auriga Academy Trust, benefiting from a supportive network of professionals and a culture of mutual professional respect.
- **Professional Growth:** Enjoy a clear trajectory for career development, benefiting from our commitment to invest in your professional and leadership development.

## What we offer:

- A competitive salary
- Access to a supportive network of professionals across the Trust.
- Access to a cycle to work scheme
- Access to discounts and exclusive offers via our trust rewards platform
- Occupational health and Employee Assistance Programme





## Job Description - Reception Administrator / Exams Officer

<b>Location:</b>	Clarendon Primary, Secondary or Riverside Centre (TBC)
<b>Contract Type:</b>	Permanent - Full-time or Part time will be considered*
<b>Salary:</b>	Scale 5 NJC 12-15 (£32,535 - £33,987) Pro Rata
<b>Start Date:</b>	September 2026 / ASAP
<b>Reports to:</b>	Senior Administrator

***\*Please note: this post is being advertised as a combined, full-time position. However, applications will also be accepted for either the Reception Administrator, or Exams officer on a part-time basis***

### Purpose of the post

This is a dynamic and varied role combining the vital functions of a welcoming front-of-house presence with the precise administration of school examinations.

As a Reception Administrator, you will manage the school reception, dealing with enquiries and visitors to the school. You will offer practical support to staff, parents, and visitors, giving correct information and signposting where to seek help and advice.

As the Exams Officer, you will be responsible for the organisation and smooth running of both internal and external examinations. You will act as the primary liaison between the school and external examination bodies. Familiarity with the requirements and regulations placed on schools by awarding bodies and the Joint Council for Qualifications (JCQ) is key, ensuring the school remains compliant before, during, and after examination periods. The school is committed to



providing the relevant exams officer training for the successful candidate, if required.

## Working Pattern and Flexibility

The working hours are 36 hours per week, Monday to Friday. The role will normally include a minimum of three days per week providing reception cover with dedicated time allocated for exam administrations. During peak exam periods, additional time will be focused on exams-related duties in line with operational needs. Core reception hours are 8am to 4.30pm and reception cover is provided collaboratively across the admin team. Due to the seasonal nature of exam administration and the operational needs of the School, working patterns and duties may vary throughout the academic year. The postholder may be required to adjust the balance between reception and exam responsibilities during peak periods to ensure effective service delivery.

## Duties and Responsibilities

### Reception and General Administration

- Manage the school reception, dealing with enquiries and visitors to the school.
- Provide information and assistance on a wide variety of school matters to parents, children, staff and other schools maintaining a detailed knowledge of school activities in order to answer such queries, without regular reference to senior staff.
- Offer practical support to staff, parents and visitors giving correct information and signposting where to seek help and advice.
- Follow school safeguarding procedures ensuring that visitors are signed in and issued with the correct identification.
- Be responsible for security of the school entrance hall and ensure that doors remain locked as appropriate.
- Monitor the site's Inventory system ensuring that faults are reported and followed up.



- Arrange for photographs to be taken of new staff , print staff ID cards in line with the school policy , and arrange for access cards to be programmed and issued.
- Answer and deal with telephone queries and e-mails, taking accurate messages and forwarding them to the correct staff promptly.
- Prioritise where necessary and follow through to ensure appropriate action has been taken.
- Monitor the central school email address, respond to messages where appropriate and be responsible for redirection to the appropriate staff member.
- Make appointments/diary entries for visitors and staff and update the school diary as appropriate.
- Manage diary bookings for visits for example liaising with pupil administration regards prospective parent visits and arranging and overseeing school open mornings, managing parent registrations via Google Forms, monitoring numbers, and communicating confirmation details to attendees.
- Liaise with attached professionals, including school nurse, counsellors, therapists, family support workers, EWO and LA staff as appropriate.
- Distribute correspondence and reports for SLT including letters to parents and newsletters.
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- Update telephone greetings for school holiday closures.
- Assist with preparation and refreshments for staff, parents, governors and other stakeholders as directed.
- Ensure the staff kitchen is supplied with beverages for staff (tea, coffee, milk).
- Action updates and maintenance of the school website and social media channels as required.
- Undertake a range of general administrative tasks as required and in-line with the requirements of the school.

### **Exam Planning and Management**

- Understand the regulations and requirements of all examinations held by the school, both internal and external.
- Comply with all JCQ and awarding body regulations and keep up to date with any changes to these.
- Manage registration of candidates for all examinations.



- Manage arrangements for the safe and secure receipt, checking, and storing of examination papers and materials.
- Manage the logistics for examination sessions, including timetabling, room booking, resources, and staffing.
- Recruit, train and manage invigilators as required.
- Make sure appropriate conduct is maintained during examination sessions, in line with requirements and regulations from awarding bodies and the JCQ.
- Make sure pupils are aware of their personal exam timetables, managing and resolving clashes in accordance with guidance and safeguarding procedures.
- Work with teachers, educational psychologists, and senior leaders to ensure appropriate access arrangements and reasonable adjustments for appropriate pupils.
- Manage any unexpected issues or emergencies that arise during an examination session.

### **Results and Data Management**

- Make arrangements for sharing results with students (e.g. results day).
- Make sure results are received by the school in a secure and confidential way.
- Arrange receipt and distribution of examination certificates to candidates.
- Manage retention of results, including certificates, for the school's records.

### **Other Professional Requirements**

- To maintain complete confidentiality at all times.
- To establish effective working relationships with all colleagues within the Trust.
- To assist colleagues, in school and within the Trust, in their duties in times of pressure.
- To participate in the community life of schools and the Trust.
- Take responsibility for personal professional development, keeping up to date with research and developments related to school and/or Trust wide efficiency.



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**Please note:** The responsibilities listed above are not exhaustive. The post holder will be required to undertake other duties as may reasonably be expected by the Headteacher. To support the wider life of the school, occasional work outside of core hours is required. This includes attending and contributing to parents' evenings, school concerts, fundraising activities, and social events.



## Reception Administrator / Exams Officer - Person Specification

A Application | I Interview | R References  
E Essential | D Desirable

Qualifications & Training			
1	Achieved a qualification in English/literacy and mathematics/numeracy to at least Level 2 of the National Qualifications Framework.	A	E
2	A good standard of literacy, oral and written with high attention to detail.	A, I	E
3	Specific training and development related to the administration of examinations and the requirements of the JCQ or awarding bodies	A	D

Experience, Knowledge & Skills			
4	Experience of working in a wide-ranging administrative role in a busy environment.	A, I	E
5	Receptionist Experience.	A, I	D
6	Experience of following policies and procedures, challenging others about compliance.	A, I	E
7	Familiarity with the requirements and regulations placed on schools by awarding bodies and the Joint Council for Qualifications (JCQ).	A, I	D
8	A good knowledge of Safeguarding Children.	A, I, R	E
9	A good knowledge of Microsoft Office and Google Office. Proficiency in Word, Excel, Outlook and PowerPoint.	A, I	E
10	Experience working with school's management information systems or other databases.	A, I	D
11	Understand the importance of confidentiality and sensitivity of information.	I	E



Personal Attributes			
12	Good organisational approach and the ability to prioritise work to achieve deadlines using initiative.	A, I	E
13	Excellent time management skills and an ability to maintain a high standard of work under pressure.	A, I	E
14	Ability to work as part of a team and to be flexible in approach with willingness to work collaboratively.	A, I	E
15	Ability to establish and maintain effective working relationships at all levels.	A, I	E
16	Demonstrates a commitment to developing own performance through taking part in review exercises and training and development opportunities.	A, I	E